

# FY2000 LOYA SELF ASSESSMENT & EVALUATION CHECKLIST

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<b><u>SECTION A: STANDARDS FOR SERVICE</u></b>		<u>Avail Pts</u>
<b>CATEGORY I: FRONT DESK</b>		
<b>Standard 1: Each member of the Lodging Team provides exceptional guest service in the following manner:</b>		
a. The lodging staff acknowledges each customer at the first opportunity through eye contact, a word of welcome and a smile as the guest approaches the front desk or staff member.		
b. Staff members ensure guests are made to feel welcome and comfortable throughout their stay by acknowledging the guest at each contact opportunity (address guest by surname if known, i.e., Captain Brown, Ms. Smith), being empathetic to their needs, and responsive to their requests.		
c. Space-available travelers are treated in the same courteous manner as other guests.		
d. Rooms are assigned to space-available and non-duty status guests as soon as projected official traveler requirements are met.		
e. Front desk staff members have completed basic guest services and front office customer service training requirements as a part of the Performance Plus program and any additional guest services training required by the manager.		
f. All front desk and housekeeping staff members are neatly groomed and wear a standard uniform with a visible nametag.		
<b>*** SUBTOTAL</b>		<b>30 Avail Points</b>
<b>Standard 2: Customers are efficiently registered upon arriving at the front desk in the following manner.</b>		
a. Guests approaching the front desk are acknowledged at the first opportunity and are assisted in beginning the registration process within ten minutes of their arrival. . <i>Customers are provided information regarding early checkout (before duty hours) and weekend check-out procedures as part of the check-in process</i>		
b. Guests with reservations are registered, provided a key and given essential information within three minutes after being assisted by a front desk staff member.		
c. Guests without reservations are registered, provided a key, and given essential information within five minutes after being assisted by a front desk staff member.		
d. Pre-registration procedures are in effect allowing efficient registration of guests in large groups to within the time standards above.		
e. Guests are only assigned to guest room after the room has received complete housekeeping services.		

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f. When rooms are not ready for check-in, space is available for guest luggage storage luggage and for guests to freshen up, if desired.		
g. Handicapped accessible restrooms are available in the lobby area providing adequate facilities for changing and meeting other personal hygiene needs during this waiting period.		
<b>*** SUBTOTAL</b>		<b>35 Avail Points</b>
<b>Standard 3: Customers receive complete, appropriate information during registration and in response to questions.</b>		
a. Customers are asked if they have special service requirements, such as handicap requirements, smoking/non-smoking preference, crib, etc. (Information should be taken as part of reservations process and confirmed upon check-in)		
b. Guests are provided clear instructions and a detailed map showing them how to get to their room to include the specific location of the room (not just the building).		
c. Staff members maintain current information allowing up to date responses to questions on food services, transportation, location of key facilities, and other appropriate guest information.		
d. Guests are advised of unique aspects of the operation upon checking in.		
e. Guests are given a referral list for kennels, to include price and location, if necessary.		
<b>*** SUBTOTAL</b>		<b>25 Avail Points</b>
<b>Standard 4: When departing the lodging operation, customers are efficiently checked out as follows:</b>		
a. Procedures are in place allowing late guest checkout when practical (coordination with housekeeping).		
b. Managers are familiar with PMS procedures required to post charges after the standard checkout time. Guests may be charged an additional partial room charge for checkout extensions greater than two hours.		
c. Guests do not wait more than ten minutes to begin the checkout process.		
d. Guests check-out is completed within three minutes after the front desk staff member begins that process.		
e. Express checkout service is offered to all charge and advance pay customers allowing them to check out without waiting in line at the front desk. A statement of charges is provided in advance to guests using express checkout i.e. for approval and automatic charge		
f. Guests are offered assistance with reservations at their next TDY/PCS destination as appropriate.		
<b>*** SUBTOTAL</b>		<b>30 Avail Points</b>

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<b>SUMMARY SCORE OF CATEGORY I</b>		120 Avail Points
<b>CATEGORY II: RESERVATIONS</b>		
<b>Standard 1: Authorized customers are able to make reservations and receive lodging support with ease and convenience.</b>		
a. Reservations are taken 24 hours a day and seven days a week. . <i>Reservations are taken at least 8 hours a day.</i>		
b. Each individual reservation is completed in five minutes or less. <i>An answering machine and fax machine are available 24 hours a day to receive reservations requests and a call back is placed to the guest on the next normal business day. During the reservations process guests are provided information on after-hours check-in and check-out procedures and after-duty hours payment procedures. Guests are directed to the Army Central Reservation Center for last minute cancellations after duty hours; faxed information is reviewed and the PMS updated by lodging staff members on the next business day..</i>		
c. A confirmation number is provided at the time the guest makes a reservation or, if government quarters are not available, the guest is provided a nonavailability control number.		
d. If government quarters are not available and a nonavailability control number is issued, the customer is assisted in finding lodging in the local community.		
e. Customers receiving reservations for on-post lodging are asked if there are special needs, such as handicap requirements, smoking/non-smoking preference, crib, etc. . <i>Special requirements (ie., handicapped requirements, roll-a-ways, extra bed linens, etc.) are identified during the initial reservation procedure and are made available to the SDO for expected after-hours arrivals/departures.</i>		
<b>*** SUBTOTAL</b>		<b>25 Avail Points</b>
<b>Standard 2: Customers are given the opportunity to guarantee their reservation for late arrival.</b>		
a. Customers making reservations are advised that reservations are held until 1800 hours (or other standard time set by the operation), unless the reservation is guaranteed for late arrival with a credit card or advance cash payment. . <i>At the end of each duty day, all expected arrival reservations, special service requirements, expected departures and cash 54 (Account Balances) are turned in to the SDO.</i>		
b. Customers are advised that one night's occupancy is charged for guaranteed late arrival if he/she does not cancel or change the reservation before 1800 hours, (or other standard time set by the operation), and fails to show.		
c. Guests cancelling reservations are provided a cancellation number that is different from the confirmation number.		
<b>*** SUBTOTAL</b>		<b>15 Avail Points</b>

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<b>SUMMARY SCORE OF CATEGORY II</b>		40 Avail Points
<b>CATEGORY III: GUEST SUPPORT</b>		
<b>Standard 1: Guest rooms provide comforts and conveniences expected by guests including the following:</b>		
a. Each guestroom is equipped with a 3.6 to 7.2 cubic foot refrigerator/freezer. A larger unit may be provided for guestrooms with kitchen facilities, distinguished visitor suites, or guest house quarters.		
b. Guestrooms are equipped with a small four cup hot water heater for courtesy coffee and tea with supplies/condiments i.e., coffee, tea and decaffeinated coffee and tea, creamer, sugar, and stirrer for the first night's stay.		
c. Adequate lighting is provided in the room. All three-way lamps have three-way light bulbs.		
d. Each room has as a minimum 75W bulb for night table/over the bed lighting and 100W for reading area.		
e. At least fifty percent of guest rooms are designated "No Smoking."		
f. Designated no smoking rooms are identified with mounted door placards and meet signage standards for the lodging property.		
g. Cribs and rollaway beds with full linen (sheets, pillow, pillow case, mattress pad, and blanket) are provided upon request.		
h. Bed boards are provided to guests when requested. At least one bed board for operations with less than 100 rooms and two bed boards for operations with greater than 100 rooms are on hand.		
i. Irons and full size ironing boards are available in each guestroom.		
j. Fans are provided in each guestroom that is on a central heating/air conditioning system or that has chronic problems with proper heating and cooling. (NOTE: A ceiling fan will meet the requirement of a portable fan.)		
k. A luggage rack or bench is provided in each guestroom.		
<b>*** SUBTOTAL</b>		<b>55 Avail Points</b>
<b>Standard 2: Guests are provided standard guest bath and bed linen supplies.</b>		
a. Each room has the following minimum bathroom linens meeting the "Better" standard of Lodging Consolidated Acquisition specifications i.e., 1 cloth bath mat, 2 bath towels per bed, 2 hand towels per bed, and 2 wash cloths per bed.		
b. Additional bathroom linens are available and provided to guests upon request.		

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c. Each room's has the following bed linens meeting the "Good" standard of the Lodging Consolidated Acquisition specifications: sheets, mattress pad, blanket and pillow cases of an appropriate size for each bed, rollaway, and sleep sofa.		
d. Mattresses and box springs meet minimum criteria of hotel industrial standards and be in good condition and free of stains.		
e. Pillows are full and plump and either feather filled, polyester fiber filled, or polyurethane filled.		
f. An extra blanket and extra pillow are available in each guest room. If pillow on bed is feather/down the extra pillow have a polyester fiber or polyurethane fill or vice versa.		
g. Bedspreads are of high quality, appropriate for the size of the bed and fall within 3 inches of the floor.		
<b>*** SUBTOTAL</b>		<b>35 Avail Points</b>
<b>Standard 3: Guests are provided standard guestroom supplies.</b>		
a. Guestrooms are equipped with a minimum of two polystyrene (plastic) tumblers or two glasses per bed. (Tumblers are individually enclosed in a sealed wrap, and are a minimum of nine ounces. Glasses are sanitized, either cling wrapped or bagged, and are a minimum of eight ounces.)		
b. Each guestroom has a three-quart plastic ice bucket with a cover and disposable liner.		
c. The ice bucket and tumbler/glasses are on a plastic tray of appropriate size, which is on a credenza or vanity.		
d. Closets have at least eight easily removable hangers, two of which have skirt/trouser hanger clips with the remainder being made of wood or heavy duty contoured plastic with non-skid trouser bar. Hangers are open hook rather than ball top.		
e. The guestroom and bath/vanity area are each equipped with a wastebasket, one of which is a minimum of 13 quarts in size and none of which are round metal "GI" type. If there is a kitchen area, a separate trash can with liner and lid are provided.		
f. A disposable laundry bag is placed on the closet/wardrobe shelf.		
g. A note pad and a pen are provided in each guestroom.		
h. Smoking rooms are provided a minimum of two ashtrays.		
i. Guests are provided a "Do Not Disturb" card on the inside door knob.		
j. A guest comment card is provided in each guestroom.		
<b>*** SUBTOTAL</b>		<b>50 Avail Points</b>
<b>Standard 4: Guests are provided standard bathroom supplies.</b>		

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a. Each bathroom is provided two rolls of good 2 ply quality toilet paper meeting or exceeding standards of Fort Howard Softknit 198 or Kimberly-Clarke Surpass toilet paper. .		
b. Bathroom tissues are provided and are equal to quality name brand tissues, such as Kleenex or Scotts.		
c. A six-foot by six-foot shower curtain that meets the specifications of the Consolidated Acquisition Program. Shower curtains are not required if glass tub enclosure is installed.		
<b>*** SUBTOTAL</b>		<b>15 Avail Points</b>
<b>Standard 5: In room kitchen/kitchenette facilities are equipped with necessary guest supplies. These items may be provided as a part of a lending kit. (Does not apply to rooms with only refrigerator and/or microwave)</b>		
a. Each kitchen area includes the following supplies: a clean dish cloth or sponge; one quart water pitcher (two quart for guest house); two coffee cups with saucers or disposable cups.		
b. Each kitchen/kitchenette is equipped with a 3.6 to 7.2 cubic foot refrigerator/freezer. A larger unit may be provided for guestrooms with kitchen facilities, distinguished visitor suites, or guesthouse rooms.		
c. Kitchen is equipped with the following additional items (required for Guesthouse rooms):		
1. Appliances such as a microwave, toaster/toaster oven, mixer, and can opener;		
2. Dinnerware and stainless flatware for two to four (a set of six for guest house rooms) and a cutlery tray;		
3. Cookware to include a tea kettle, one and a half- and two-quart saucepans, a cookie sheet, microwave cookware and a ten inch skillet;		
4. Graduated mixing bowls, knives (paring, slicing, and utility), vegetable peeler, non-porous cutting board, and serving utensils;		
5. Dishtowel, dish drain, pot holders, and dish detergent.		
<b>*** SUBTOTAL</b>		<b>15 Avail Points</b>
<b>Standard 6: GuestHouse rooms are equipped with appropriate supplies (may be provided as a part of a lending kit). (Does not apply to rooms with only refrigerator and/or microwave)</b>		
a. Guests are provided the following kitchen supplies in addition to those above:		
1. Five quart Dutch oven with lid;		
2. Set of measuring spoons, measuring cups (including two cup measure), colander, and spatula;		
3. Matched set of bakeware and microwave oven cookware;		

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4. Set of serving utensils to include a slotted spoon, basting spoon, meat fork, and turner;		
5. Pizza pan and pizza cutter.		
b. Carpet sweeper, broom, dustpan, sponge mop and bucket are available in the facility for guests' use.		
<b>*** SUBTOTAL</b>		<b>10 Avail Points</b>
<b>Standard 7: Guests are provided standard personal convenience items.</b>		
Guests are provided the following personal care items displayed on a small tray or in a basket: (With the exception of soap these items are provided the first night only)		
a. A 1.0 ounce facial/hand soap bar and 1.5 ounce deodorant soap bar, a 1.0 ounce combination shampoo/conditioner		
b. Guests may also be provided one or two of the following additional Personnal Care Items: shoe shine cloth, shower cap, one ounce container of mouth wash, one ounce container of skin care lotion.		
c. Additional personal care items are available at the front desk through sundry sales or vending machine to include the following: minor first aid items (Band-Aids, antiseptic cream); shaving cream; deodorant; disposable razor; feminine hygiene items; tooth brush; tooth paste; combs; brushes; sewing kit; and shoe care products.		
<b>*** SUBTOTAL</b>		<b>15 Avail Points</b>
<b>Standard 8: Guests have access to in-room information that is complete, current and relevant.</b>		
a. Fire safety information (facility evacuation plan) is prominently posted on the back of the guest room door.		
b. Guest information brochure contains a letter of welcome from the manager and instructions on how to contact a manager if there is a problem.		
c. Information such as lodging services, check-out time, available dining, transportation, telephone information and frequently called numbers, local religious services information, installation facilities and services, and a readable installation map is in the Guest Brochure.		
d. All notices to guests are printed with a professional appearance and included in the guest brochure, slipped under the door, or placed in a prominent place in the room. Under no circumstances should signs be handmade and taped and/or tacked to walls to provide information.		
<b>*** SUBTOTAL</b>		<b>20 Avail Points</b>
<b>Standard 9: Facilities, services, and on-post activities meet the needs of the traveler.</b>		

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a. If guestroom is in a facility located away from the front desk registration area, information or assistance is provided to transport the guest to the facility (complimentary or commercial).		
b. On-post food service activities are accessible and provide dining services for breakfast, lunch/brunch and dinner.		
c. Where required, an on-post shuttle or transportation system (complimentary or commercial) is available for guest transport to dining and lodging facilities.		
d. Vending and laundry room facilities are conveniently located for guests' use.		
e. Central vending areas contain, as a minimum, soft drink and snack machines and an ice machine that dispenses a controlled portion of ice.		
f. Guests do not have to go more than one floor up or down for ice or soft drink machines.		
g. Vending machines have built-in dollar bill changer or a change machine is provided.		
h. Laundry rooms have a detergent/bleach vending machine.		
i. Next day laundry and dry cleaning service is accessible for guests Monday through Friday by contract through AAFES laundry service.		
j. Fax service is available to guests during front desk hours of operation. The manager decides whether a reasonable fee may be charged for a 24 hour-a-day fax service. There is no charge for official government faxes. <i>(24-hour fax service not applicable for small operations).</i>		
k. A mail drop box is located at the front desk with last pick-up time posted.		
l. A means to secure guests' valuables is recommended, such as safety deposit boxes or a safe at the front desk is provided with strict safety guidelines.		
m. A lost-and-found area is established to store and secure all lost and found items.		
n. A log on the receipt and disposition of lost and found articles is maintained and accessible during front desk operating hours.		
<b>*** SUBTOTAL</b>		<b>70 Avail Points</b>
<b>Standard 10: Room is equipped with in-room telephone service (both in and out dialing) and information.</b>		
a. Twenty-four hour telephone service with direct-dial capability is available in each guestroom.		
b. Access to the Defense Switches Network (DSN) is available in the lodging operation. Recommend capability to provide secure voice communications in distinguished visitor quarters.		
c. Message service is available for guests with a "message-at-desk" light on the phone.		
d. Telephone support includes guest wake-up service.		



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e. Multi-room (living room/bed room) units have a telephone in each room. (For large single room suites with sleeping/living area, consideration should be given to placing a telephone at the bedside and by the sofa or on a writing table/desk.)		
f. Guests are not charged for local calls (except if there is a timed charge for the local call as in some OCONUS areas).		
g. Service is available for outgoing charge calls and outgoing calls billed to the room.		
h. Guests are charged a minimum cost recovery fee for access to long-distance service.		
i. Clear, succinct and professionally displayed information on phone use, services and charges is placed near the phone and with the guest information brochure. (Lodging in overseas areas includes specific instructions for International calling services i.e. access numbers for major long distance carriers.)		
j. Current local and installation telephone directories are in each guestroom.		
<b>*** SUBTOTAL</b>		<b>50 Avail Points</b>
<b>Standard 11: Each guestroom has a television and radio/alarm clock that meets the guest's needs.</b>		
a. Each guestroom has a minimum 19-inch diagonal color television with portable remote with on/off, direct access channel selection, mute and volume control functions. Units with a multiple bedrooms are equipped with a television of appropriate size for each bedroom, offering the same features as described for primary television.		
b. Television is connected to a master antenna or cable service for best picture quality.		
c. Television offers a minimum of three major networks. (For overseas locations AFRTS is the minimum standard).		
d. Each room with a TV will have a professional display of channel listings.		
e. Each room with a TV will have a current TV show listing.		
f. A radio/alarm clock is on the bedside table. Rooms designed to house two duty occupants provide 2 radio/alarm clocks.		
g. The clock(s) has an illuminated dial face and easy to follow instructions for programming. Recommend back-up battery power be provided.)		
<b>*** SUBTOTAL</b>		<b>35 Avail Points</b>
<b>Standard 12: The management team is aware of and is responsive to guest needs.</b>		
a. Customer comment cards are available in all guestrooms and at the front desk.		

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b. Front desk staff members ask guests to identify any conditions that made their stay extremely positive or negative. This should only be done if workload permits.		
c. Customer comment data is tabulated and summarized to identify areas for improvement.		
d. A record of actions taken in response to customer comments is recorded and kept on file.		
e. Ten percent of arrivals are contacted within 24 hours of arrival to determine if their needs are being met. (Keep a record of guests contacted and their comments).		
f. At least once a quarter, a post-stay survey from the installation is mailed to ten percent (randomly selected) of the guests who stayed during the survey month. Recommend offering some incentive for completion of survey form.		
g. Guest requests are responded to promptly or referred to supervisory level for assistance. Guests are told when they can expect action.		
<b>*** SUBTOTAL</b>		<b>35 Avail Points</b>
<b>Standard 13: Courteous, timely telephone support is provided through the front desk.</b>		
a. Phones are answered within three rings by a lodging staff member (not an answering device). An automated attendant system may be installed with voice mail capability for incoming calls for guests and initial screening.		
b. Callers are warmly greeted (in clear diction) with the name of the operation, e.g., "Good Morning, this is the Soldier's Inn, John speaking. How may I help you."		
c. Callers are given the option to receive a callback rather than be left on hold for in-country calls or calls within the US.		
d. When a caller is left on hold it should not be more than 30 seconds.		
<i>Non-24 hour operations provide answering machine service as stated (&amp; scored) under reservations above.</i>		
<b>*** SUBTOTAL</b>		<b>20 Avail Points</b>
<b>SUMMARY SCORE FOR CATEGORY III</b>		<b>425 Avail Points</b>
<b>CATEGORY IV: HOUSEKEEPING</b>		
<b>Standard 1: Guestrooms are maintained in a clean and orderly condition.</b>		
a. Guestrooms are serviced every day providing minimum guest services to include bed making/linen changing, tidying room contents, removing trash, vacuuming and dusting.		
b. Bed linens are exchanged after checkout or a minimum of twice a week based on a locally established schedule.		

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c. Bed and bath linens with holes, fraying, tears, and stains are removed from service.		
d. Mattresses and box springs are scheduled for periodic rotation supervised by the senior housekeeper.		
e. Electrical and electronic items are checked to ensure items operate properly, to include clocks set to the proper time.		
f. Room maintenance and equipment problems are identified and reported.		
g. All equipment and furnishings provided in the room are accounted for.		
h. Guest brochures are kept neat with current information and outdated materials removed.		
i. Housekeepers are instructed to report damage or abuse of property by guests.		
<b>*** SUBTOTAL</b>		<b>45 Avail Points</b>
<b>Standard 2: Guest bathrooms are maintained in a clean and sanitary condition and properly serviced.</b>		
a. Bathroom floors, bathtubs/showers, sinks, toilets, counter surfaces/vanities, and walls are free of dirt, soap build-up, stains, mildew, and streaks. Sanitized toilet straps are not used.		
b. Interior of medicine chests and other bathroom cabinets are free of dirt, dust, rust, and other accumulations.		
c. Faucets, spigots, handles, and other chrome and finished metal surfaces are free of mineral deposits and streaks.		
d. Mirrors are free of streaks.		
e. Tissue and toilet paper dispensers are supplied with toilet paper folded in a "V-shape" on the dispenser and a backup supply is provided.		
f. All burned out light bulbs are replaced.		
g. Trashcans are emptied and wiped clean.		
h. Guest personal convenience items are supplied and appropriately displayed.		
i. Used guest towels and bath mats are replaced daily and displayed in a neat, standardized method (Green/Earth Friendly programs clearly explained are an acceptable alternative to daily replacement).		
<b>*** SUBTOTAL</b>		<b>45 Avail Points</b>
<b>Standard 3: All areas of the guestroom and bathroom are kept clean and orderly through consistent, thorough daily cleaning and a locally established scheduled deep cleaning program.</b>		
a. A thorough cleaning is performed after each checkout.		
b. Guestroom carpets are free of stains and do not display a dirty appearance.		
c. Carpets are shampooed or steam cleaned on a scheduled basis (at least twice a year) .		

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d. Operations periodically use air purification equipment to remove smoke and stale odors from rooms.		
e. Ledges and high areas (such as ceiling globes, fans, and tops of high furniture) are free of an accumulation of dust, dirt, and insects.		
f. Windows and window ledges are free of dirt, smudges and streaks.		
<b>*** SUBTOTAL</b>		<b>30 Avail Points</b>
<b>Standard 4: Housekeeping personnel are equipped and provided adequate supplies to perform tasks in an efficient manner.</b>		
a. Housekeeping personnel are provided essential supplies for cleaning and servicing the guestroom and bathroom to include: all-purpose cleaner/spray disinfectant; spray glass cleaner; toilet bowl brush; dusting cloths and solution; sponges; rubber gloves; face mask; and eye protectors.		
b. Housekeeping personnel are provided necessary equipment and supplies to service and restock the room to include: commercial vacuum cleaner; clean linens; clean bath linens; toilet paper; tissues; sanitized drinking glass or seal-wrapped single service glasses; clean ashtray and matches (smoking rooms only); bar soap; standard guest personal convenience items; replacement light bulbs; replacement batteries for TV remote control.		
c. Employees are trained on proper equipment use and care.		
d. Equipment is in good repair, properly maintained and safe for staff member use.		
<b>*** SUBTOTAL</b>		<b>20 Avail Points</b>
<b>Standard 5: The housekeeping department effectively supports guest service through a well-trained, standardized, and efficiently organized staff.</b>		
a. Housekeeping staff members are trained continually in standardized cleaning processes, using standardized cleaning materials, through initial and recurring task-oriented training.		
b. Housekeepers use a standardized cart set-up to service guestrooms.		
c. Housekeeping staff members are organized to be responsive to shifts in workload due to a large number of checkouts or unusual cleaning requirements.		
d. The housekeeping staff is scheduled for full service support, seven days a week, including adequate supervision at all times.		
e. Supply points for linens, cleaning supplies, and replacement personal convenience items are accessible to housekeepers.		

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f. Front desk staff members are kept informed of the room status and availability for assignment.		
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<b>Standard 6: There is an established housekeeping quality assurance program.</b>		
a. Housekeeping supervisors/work leaders are trained in their quality assurance role and meet the requirements of the Performance Plus Training System.		
b. Each housekeeping staff member is trained on his/her responsibility for quality control.		
c. A standard daily room checklist is provided to housekeeping staff members as a guide to servicing a room.		
d. Housekeeping supervisors/work leaders use a standardized quality control checklist to inspect rooms before releasing to the front desk for assignment.		
e. A systematic audit trail is in effect to report and correct maintenance problems identified in a timely fashion.		
<b>*** SUBTOTAL</b>		<b>25 Avail Points</b>
<b>Standard 7: Housekeeping in common areas i.e., hallways, laundry rooms, vending areas, public rest rooms, and lobby reflects an orderly, clean environment portraying a positive image of the lodging operation. If common area cleaning is performed by an appropriated fund contract, the provisions of the contract and the oversight/quality assurance must achieve the same end results of this standard.</b>		
a. Staff members are given responsibility to keep designated common service areas properly maintained throughout the day.		
b. Cleaning involving vacuuming and floor washing of common areas is scheduled during low customer use periods.		
c. Cleaning includes ledges, vents, light fixtures and fan blades.		
d. Glass and mirrors are cleaned on a regular basis to eliminate smudges and streaks. Safety may dictate that exterior or high windows may have to be cleaned by contract.		
e. Trash receptacles are not allowed to get beyond two-thirds full.		
f. Spills are cleaned up immediately.		
g. Laundry rooms, common kitchens, and lobbies are cleaned and serviced a minimum of twice a day, at times that do not interfere with guests' use.		
h. Washers are kept free of an accumulation of soap scum.		
i. Dryer lint screens are kept free of an accumulation of lint.		
j. There is a schedule for periodic deep cleaning of common areas.		

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k. Drinking fountains are cleaned throughout the day.		
<b>*** SUBTOTAL</b>		<b>55 Avail Points</b>
<b>Standard 8: Housekeeping staff members are included as members of the professional customer service team.</b>		
a. Orientation and training for housekeeping staff members emphasizes their role in quality customer service.		
b. Housekeeping staff understand the importance of their positive interaction with the guests by greeting guests at every opportunity.		
c. Housekeeper staff members are instructed on proper methods of entering a guests room to ensure guests' privacy is respected.		
d. Close coordination is maintained constantly by the housekeeping staff with the front desk staff to ensure guests needs are met.		
e. Adequate break areas are provided to housekeeping staff to allow for eating and breaks. These back-of-the-house areas are maintained at the same high standards as the rest of the facility in terms of cleanliness and orderliness.		
<b>*** SUBTOTAL</b>		<b>25 Avail Points</b>
<b>SUMMARY SCORE FOR CATEGORY IV</b>		275 Avail Points
<b>TOTAL SCORE FOR SECTION A</b>		860 Avail Points
<b><u>SECTION B: STANDARDS FOR OPERATIONS</u></b>		
<b>CATEGORY I: HUMAN RESOURCES</b>		
<b>Standard 1: An effective, on-going employee training and development plan is established and executed.</b>		
a. A Staff Member Training and Development Plan is provided for each new staff member when in-processing.		
b. Each new staff member is appointed a "buddy" or is assigned to a work leader/supervisor to help facilitate the individual's assimilation into the lodging team.		
c. Each new staff member is provided an orientation of the property layout and operation and is scheduled to work for a couple of days in every section outside their place on the hospitality team.		

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d. New staff members begin and complete initial and introductory training within the locally prescribed time period. New staff spend one night in the facility as part of their orientation.		
e. Each staff member is enrolled in the Performance Plus Training System for their particular function.		
f. The initial phase of the Performance Plus Training System is completed by the staff member within the locally prescribed time period.		
g. A staff member handbook is provided and clearly explained to the new staff member.		
h. Work rules, standards of performance, and standards of dress and conduct are explained to new staff.		
i. New staff members are provided detailed information on the operation's award and recognition programs.		
j. After the initial phase of orientation and training, the new staff member demonstrates his/her new skills.		
k. A learning resource center or training/conference room is set up for individual self-paced study and small group training.		
l. As appropriate for the position, employees are be enrolled in commercial (local college or community college) training programs or take part in the Penn State programs offered through the MWR Training Academy.		
m. Records of training are maintained and kept current on each staff member.		
<b>*** SUBTOTAL</b>		<b>65 Avail Points</b>
<b>Standard 2: Effective staff management practices are in effect.</b>		
a. Each staff member has performance standards that are reviewed with the staff member at least twice a year. At least once a year staff work rules and expectations are reviewed.		
b. Deviations from performance standards and acceptable behavior are corrected immediately when the deviation occurs and documented as required by local management policy.		
c. Staff have a printed work schedule. An annual leave plan is developed following locally established procedures.		
d. Staff time and attendance is performed through the Time and Attendance Management System.		
e. There is a staff member performance-related recognition program established.		
<b>*** SUBTOTAL</b>		<b>25 Avail Points</b>
<b>Standard 3: Staff member appearance and conduct is appropriate for the position.</b>		
a. Standard uniforms are worn by all line staff members.		
b. Professional personal grooming is emphasized as an important aspect of employee appearance.		

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c. Sufficient numbers of uniforms are furnished to provide a clean uniform daily. The lodging operation provides laundry and dry cleaning for staff uniforms.		
d. Uniform color and style is specified separately for front desk, housekeeping, maintenance, security, laborers, and food and beverage staff.		
e. All staff wear a standardized nametag. In addition to the person's name, the nametag may include the name of the property and position or work section.		
f. Management personnel wear professional, business attire appropriate for the position they are in, with a nametag.		
<b>*** SUBTOTAL</b>		<b>30 Avail Points</b>
<b>Standard 4: The workers' compensation program is effectively managed and clearly explained by the lodging management personnel.</b>		
a. The fund manager administers the Workers' Compensation Program as prescribed in AR 215-1, chapter 14.		
b. The fund manager ensures all injuries are documented, reported and medically attended.		
c. All supervisors are thoroughly trained in workers' compensation claims procedures.		
d. All staff members are provided safety training to prevent on-the-job injuries.		
e. All staff members are familiar with the provisions of the Workers' Compensation Program.		
f. The fund manager reviews and signs all claims, and determines ways to prevent future injuries.		
<b>*** SUBTOTAL</b>		<b>30 Avail Points</b>
<b>SUMMARY SCORE FOR CATEGORY I</b>		<b>150 Avail Points</b>
<b>CATEGORY II: FINANCIAL OPERATIONS</b>		
<b>Standard 1: Daily accounting activities are performed in an accurate, timely manner.</b>		
a. Daily activity reports are prepared and checked for accuracy.		
b. The fund manager reviews the daily activity reports and submits to the supporting central accounting office within three workdays.		
c. Bank deposits are made prior to the close of the bank's business day.		
<b>*** SUBTOTAL</b>		<b>15 Avail Points</b>
<b>Standard 2: Strict controls on funds are in place:</b>		



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a. A standard operating procedure on funds control and accountability is established and followed by all staff members.		
b. Only authorized staff members have access to back office areas where funds are stored and handled.		
c. Cash counts are performed out of the view of customers and unauthorized associates.		
d. Cash receipts are secured at all times.		
e. All safe combinations and cashier office keys are strictly controlled according to Army and installation standards.		
f. All receipts for previous day's transactions are deposited Monday through Friday. Recommend daily deposits for large operations with significant cash accumulations as determined by local commanders.		
g. Lodging operations comply with installation standards for size of cash deposits requiring military police escort.		
h. A drop safe is used to secure turn-ins at the end of each shift.		
i. Two people are present when drop safe is opened and shift deposit amounts are verified.		
j. All staff members handling cash are bonded through the Risk Management Insurance Program.		
k. Lodging staff performing cashier duties sign for change funds and maintain accountability.		
l. Cashiers balance their accounts and reconcile change funds at the close of each shift.		
m. Lodging associates are trained on anti-robbery procedures		
<b>*** SUBTOTAL</b>		<b>65 Avail Points</b>
<b>Standard 3: Management control procedures are defined and followed.</b>		
a. There is a written operating procedure for the management control of financial operations.		
b. There is a clear separation of duties among individuals preparing the cashier's report, the bank deposits, and performing the bank reconciliation.		
c. Surprise cash counts are performed and recorded at least quarterly.		
d. There is a management controls checklist that is reviewed and completed at least once every five years to identify and correct management control shortfalls.		
<b>*** SUBTOTAL</b>		<b>20 Avail Points</b>
<b>Standard 4: Accounts receivable is managed to minimize write-offs and maximize receivables to efficiently manage cash flows.</b>		
a. Lodging manager reviews outstanding account receivables on a monthly basis.		
b. There are established effective procedures to follow up on all accounts receivable.		

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c. Eighty-five percent of total receivables are 30 days old or less.		
d. There are no receivables greater than 90 days old.		
<b>*** SUBTOTAL</b>		<b>20 Avail Points</b>
<b>SUMMARY OF CATEGORY II</b>		120 Avail Points
<b>CATEGORY III: BUDGET PREPARATION, EXECUTION, AND LONG-RANGE PLANNING</b>		
<b>Standard 1: The Annual Budget is prepared, submitted, reviewed and approved in a timely manner.</b>		
a. The installation Capital Purchases and Minor Construction (CPMC) program is submitted to the MACOM by the date specified by the MACOM for review and approval.		
b. The complete annual operating budget is submitted to the MACOM in a timely manner to allow for final review and approval, and to ensure roll-ups with supporting individual site budgets are submitted to CFSC-AL no later than 30 September.		
c. The MACOM provides the Central Accounting Office an approved copy of the budget prior to the beginning of the fiscal year.		
<b>*** SUBTOTAL</b>		<b>15 Avail Points</b>
<b>Standard 2: The Annual Budget accurately reflects the correct funding source, account categories, and projected income and expenses for the operation.</b>		
a. All appropriated fund requirements are identified in the budget development process as a part of the APF annual and long-range plan.		
b. For items authorized appropriated fund support, a statement of nonavailability of appropriated funds is obtained from the appropriate office/individual responsible for funds certification before identifying nonappropriated funds as the funding source.		
c. Monthly and quarterly variance reports from at least two prior years are used as a starting point for budget development. Economic conditions, projected occupancy and guidance from installation/MACOM leadership are also used to help build an accurate budget.		
d. All major account categories (GuestHouse, Temporary Duty Lodging, Permanent Party NCO/Officers Quarters, Food & Beverage Operations) are budgeted for separately.		

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e. All major account categories (except food and beverage and Guest House) are budgeted as break-even after operations and planned capital reinvestment. The projected net income before depreciation reflects a zero or greater balance (not to exceed \$500).		
f. Food and beverage accounts may be budgeted to generate a surplus, which is used to defray lodging costs.		
g. Guest House accounts are budgeted to meet MWR performance standards and the projected net income before depreciation is equal to or greater than zero.		
<b>*** SUBTOTAL</b>		<b>35 Avail Points</b>
<b>Standard 3: The service charge adequately considers the cost of providing lodging services.</b>		
a. The guest service charge is calculated each year based on the Annual NAF Budget Guidance and Instructions for Billeting NAFIs and is based on a projected cost per person per day.		
b. The service charge for DVQs reflects any actual higher operating costs.		
c. The average daily service charge rate does not exceed fifty percent of the lodging portion of per diem for the area without prior MACOM approval.		
d. Additional occupant charges are established to cover the actual costs of the second occupant.		
e. Installations submit a service charge report as of 30 June and 31 December, no later than 30 July and 30 January, respectively.		
<b>*** SUBTOTAL</b>		<b>25 Avail Points</b>
<b>Standard 4: Execution of the budget tracks with the Annual Budget.</b>		
a. Quarterly budget reviews are completed by the lodging manager ensuring proper execution.		
b. Budget revisions are made as required when variances and program redirection occurs.		
c. Budget variance is less than or equal to fifteen percent to the projected budget in terms of total income and expenses.		
<b>*** SUBTOTAL</b>		<b>15 Avail Points</b>
<b>Standard 5: A comprehensive long-range 5 YEAR PLAN must not only consider the maintenance, repair and renovation of the facility but the financial means of supporting this plan.</b>		
a. The manager has a 5-Year Plan for the facility's furnishings, financial, and service requirements.		
b. The correct and likely funding source for the requirements is established.		

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c. Annual appropriated and non-appropriated funding requirements are integrated to properly project resource requirements for the progressive improvement of the facility.		
d. The 5-Year Plan is reviewed annually as a minimum and adjusted and updated as an ongoing element of the annual budget process.		
<b>*** SUBTOTAL</b>		<b>20 Avail Points</b>
<b>SUMMARY OF CATEGORY III</b>		110 Avail Points
<b>CATEGORY IV: LODGING ADMINISTRATION</b>		
<b>Standard 1: Standard operating procedures are established for all key functional requirements.</b>		
a. Standard operating procedures (SOPs) are written and followed for major functional areas and critical processes: Required SOPs can be broken down into sub-function processes, if deemed necessary by the manager. SOPs are be in simple language that is understood by all staff.		
1. Emergency Operating Procedures, Safety and Security Procedures		
2. Front Desk Operations, Key Control and Housekeeping Operations		
3. Funds Control, Accounting Operations		
4. Maintenance Management, Supply and Logistical Operations, Equipment Operations Use and Maintenance		
5. Personnel Management and Administration		
b. Other SOPs required by manager and MACOMs are current and available.		
c. SOPs are integrated into the staff member training program.		
d. SOPs are accessible by staff members.		
e. Managers review and certify SOPs as current on an annual basis.		
<b>*** SUBTOTAL</b>		<b>25 Avail Points</b>
<b>Standard 2: Computer system administration is reliable and responsive.</b>		
a. A qualified system administrator is appointed in writing.		
b. The system administrator or an alternate source is accessible 24-hours a day ( <i>during duty hours for small operations</i> ).		
c. An emergency recovery plan is established.		
d. Employees are trained on basic response efforts to common system/hardware problems.		

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e. System back-ups to support manual operations archived on tape daily. .		
f. A back-up power system is installed to ensure continued required minimum operations.		
<b>*** SUBTOTAL</b>		<b>30 Avail Points</b>
<b>Standard 3: Behind-the-scenes systems are in effect to assure smooth front desk operations and focused customer service.</b>		
a. Daily coordination is maintained between reservations section and the front desk ( <i>or SDO</i> ).		
b. Coordination throughout the day between the front desk and housekeeping is established to ensure accurate room availability information.		
c. Accounting section provides feedback to front desk on daily financial operations (i.e., documentation errors, over/under counts).		
d. Administrative section keeps back-up forms, documents and other system operations in effect to provide responsive guest services.		
e. Recommend a PBX operator or back-up front desk associate screen all incoming and in-house phone calls for correct routing, to allow other front desk personnel to perform attentive guest services.		
<b>*** SUBTOTAL</b>		<b>25 Avail Points</b>
<b>SUMMARY OF CATEGORY IV</b>		<b>80 Avail Points</b>
<b>CATEGORY V: LODGING SAFETY AND SECURITY</b>		
<b>Standard 1: An effective safety/accident prevention and awareness program is established.</b>		
a. All staff members are familiar with the accident prevention/safety awareness program and receive initial and periodic safety training.		
b. Staff members handling chemicals or other hazardous materials receive specialized training and supervisors exercise oversight in use of these materials.		
c. All "Right to Know" laws are followed and a Material Safety Data Sheet (MSDS) is on file and accessible to staff members for every chemical they may come in contact with. Staff members are provided necessary safety equipment (i.e., goggles, back support belts, rubber gloves, metal toe guards, ear protectors, etc.) for the performance of their duties. In operations with multiple buildings MSDS is accessible at each building.		

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d. Every effort is made to prevent guests from coming in contact with spills, chemicals and tripping hazards. Chemicals on carts are out of reach of children.		
e. A record is kept on chemicals such as fertilizers, weed killers, and pesticides that are used on the grounds.		
<b>*** SUBTOTAL</b>		<b>25 Avail Points</b>
<b>Standard 2: A fire prevention program is in effect.</b>		
a. The lodging manager has established a fire prevention/awareness program.		
b. All staff members are familiar with the fire prevention/awareness program and receive initial and periodic fire safety training.		
<b>*** SUBTOTAL</b>		<b>10 Avail Points</b>
<b>Standard 3: Effective in-house safety and fire safety inspection and response programs are established.</b>		
a. Safety and fire safety deficiencies are identified through quarterly inspections.		
b. Procedures are in place to follow-up and verify deficiencies are corrected.		
c. All fires, accidents and injuries are immediately investigated, documented, and reported.		
d. Well-stocked first aid kits with emergency procedures are located in accessible places such as the front desk, housekeeping office/break area and maintenance areas. First aid treatment should never take the place of an individual being examined by qualified medical personnel.		
e. Fire extinguishers and fire exit signs are operational, maintained, inspected monthly, visible and accessible.		
f. A schedule is developed for testing smoke alarms on a regular basis.		
g. Staff members are familiar with different classes of fire and the proper extinguisher to use.		
h. Emergency numbers and procedures are posted conspicuously near telephones and at front desk.		
<b>*** SUBTOTAL</b>		<b>40 Avail Points</b>
<b>Standard 4: Personnel and resource protection is a key part of the security program.</b>		
a. Every staff member is considered a member of the property's security and resource protection team and receives initial and periodic training on the importance of personnel (including guests) and resource protection.		
b. All personnel receive training in assisting guests in lockouts and locating other guests' rooms.		

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c. Every effort is made to protect guests' privacy: Room numbers are not called out loud during registration and guest room numbers are not provided to other guests, callers or visitors.		
d. Personnel handling monetary resources are trained in anti-robbery prevention procedures.		
e. The fund manager advises installation officials of losses, and ensures investigation of all losses of property is conducted and properly reported.		
f. Based on recommendation of installation security personnel, lodging facility access may be controlled by locked exterior doors overnight, except for front desk/lobby area entrances monitored by a lodging staff member.		
g. Emergency lighting is installed in areas designated by installation safety and security personnel to ensure adequate resource protection and personal safety.		
<b>*** SUBTOTAL</b>		<b>35 Avail Points</b>
<b>Standard 5: Effective Risk Management Program (RIMP) procedures are established.</b>		
a. Annually, the fund manager reviews insured exposures, takes corrective action, and returns certificates of coverage to the Army Central Insurance Fund (ACIF), to validate what is insured.		
b. The fund manager updates exposures as changes occur in fixed assets, or improvements are made.		
c. The fund manager advises installation officials of losses, ensures investigation of all losses of NAFI property are conducted, and notifies ACIF of losses within sixty days.		
d. The fund manager establishes internal control reviews and applies procedures to safeguard NAFI and appropriated fund assets.		
e. All staff members receive training on their responsibilities to protect NAFI and appropriated fund assets as a part of their orientation and recurring training.		
<b>*** SUBTOTAL</b>		<b>25 Avail Points</b>
<b>Standard 6: Adequate controls are in effect over keys to maintain accountability, control distribution, and limit access.</b>		
a. Only authorized employees have access to keys and back office areas where keys are stored and handled. All extra/back-up keys are kept in a controlled locked box or safe. . <i>The SDO signs for keys daily. Keys turned in to SDO are inventoried daily at pick-up.</i>		
b. Employee keys/key cards are turned in at the end of each workday.		
c. A system is in effect to control distribution and access to keys.		
d. A register is maintained of keys/electronic key cards that are signed out.		

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e. Adequate controls are in effect for duplication of keys.		
f. Master keys and key cards are distributed on the basis of operational need, and not for employee convenience.		
g. Strict accountability and control is maintained over master/room section hard and electronic keys.		
h. All hard keys are tagged and/or identified by alpha/numeric code.		
i. Keys or electronic key cards are not stamped or imprinted with a room number.		
j. Back-up keys are kept secure and are not accessible except by authorized employees.		
k. Electronic key card system has basic security features that facilitate control.		
<b>*** SUBTOTAL</b>		<b>55 Avail Points</b>
<b>SUMMARY OF CATEGORY V</b>		190 Avail Points
<b>CATEGORY VI: FURNISHINGS/SUPPLY MANAGEMENT</b>		
<b>Standard 1: Furnishings are attractive and color coordinated and meet interior design standards.</b>		
a. Furnishing requirements are based on a comprehensive master plan coordinating furnishing requirements with facility projects.		
b. Furnishing selections are made reflecting their intended commercial use and provide appropriate durability concurrent with high guest comfort.		
<b>*** SUBTOTAL</b>		<b>10 Avail Points</b>
<b>Standard 2: Proper inventory management procedures are in effect.</b>		
a. Storage facilities are provided allowing for proper storage and control of furnishings.		
b. Incoming items are inspected and signed for when received at storage facilities and placed under established inventory control procedures.		
c. Fixed and sensitive asset inventories are maintained to include their physical location. .		
<b>*** SUBTOTAL</b>		<b>15 Avail Points</b>
<b>Standard 3: Proper storage procedures are in effect.</b>		
a. Storage facilities and storerooms are neat, orderly, and free of clutter.		
b. Sufficient shelving and storage space is provided for the function of the storage area.		
c. Work center storage of expendable items is restocked weekly with a back-up supply of at least 30 days.		



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d. Work center storage of expendable items for weekend workers, when separately maintained, is restocked weekly.		
<b>*** SUBTOTAL</b>		<b>20 Avail Points</b>
<b>SUMMARY OF CATEGORY VI</b>		45 Avail Points
<b>TOTAL SCORE FOR SECTION B</b>		695 Avail Points

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COMMENTS

<b><u>SECTION C: STANDARDS FOR FACILITIES</u></b>		
<b>CATEGORY I: PROPERTY MAINTENANCE</b>		
<b>Standard 1: Systems are in place to assure adequate and responsive grounds maintenance and general facility care for the following:</b>		
a. Reporting Systems :		
1. Immediate response to any emergency, life/safety related, and critical operational problem;		
2. Four hour response period for routine problems during duty hours;		
3. An agreed time response between DPW and in house maintenance supervisor;		
4. A workable, efficient follow up system for all maintenance requirements;		
b. A developed and effective follow-up preventive maintenance schedule.		
c. Litter Control: All staff members are trained in litter control for the clean appearance of all areas.		
d. A grounds maintenance system dealing with:		
1. Trimming, edging, and weed control;		
2. Landscaping, curb and paved sidewalk;		
3. Dumpster;		
4. Parking spaces;		
5. Adequate drainage;		
e. Handicapped access areas.		
<b>*** SUBTOTAL</b>		<b>25 Avail Points</b>
<b>Standard 2: Provide adequate supplies and equipment to maintenance workers enabling them to perform their tasks in an efficient, safe and cost-effective manner.</b>		
a. Train maintenance personnel in the proper use of tools and equipment for the facility upkeep to include:		
1. Tool kits with essential tools for minor maintenance;		
2. Back support belts;		
3. Linen carts;		
4. Hand trucks and carts;		

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5. Work gloves;		
6. Face mask; respirator; eye and ear protector; metal foot guards when safety is a factor;		
7. Garden equipment;		
8. Operator manuals for all vehicles, power equipment, electronic equipment and appliances.		
b. Laborer/maintenance personnel are constantly trained in the care of vehicles and equipment to better serve the lodging facility's mission which includes specific tasks on a continuous basis such as area beautification, lawn care, floor and carpet cleaning.		
<b>*** SUBTOTAL</b>		<b>10 Avail Points</b>
<b>Standard 3: Long-range facility maintenance planning is an established process which is incorporated into the 5-Year Plan for Lodging. This includes:</b>		
a. An engineering assessment is performed annually to identify future maintenance requirements for each facility.		
b. Assessment requirements are integrated annually into the 5-Year Plan for Lodging to forecast, plan and budget for these requirements.		
c. Major facility maintenance requirements are included in the capital purchase and minor construction plan.		
d. All maintenance requirements are integrated into the DPW annual work plan. The areas to be examined in this assessment are site and grounds, parking, building exterior, lobby, administrative areas, stairs, corridors, toilets, utilities, lounges, guest rooms and vending machine areas.		
<b>*** SUBTOTAL</b>		<b>20 Avail Points</b>
<b>SUMMARY OF CATEGORY 1</b>		<b>55 Avail Points</b>
<b>CATEGORY II: GENERAL FACILITY REQUIREMENTS</b>		
<b>Standard 1. The long range Lodging Plan must portray the requirements for the comprehensive, long-range existing facility improvement plan.</b>		
a. The plan integrates short term and long term plans to correct deficiencies in the lodging facility and must be integrated into the DPW annual work plan.		
b. This plan incorporates the Installation Design Guide - Planned facility modifications incorporates energy saving and life saving designs and construction standards.		

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c. Modular jacks or data ports are included in all major renovation plans.		
<b>*** SUBTOTAL</b>		<b>15 Avail Points</b>
<b>Standard 2: Sufficient guest rooms are handicap accessible.</b>		
a. At least one handicap accessible room is available per facility.		
b. Access ramps or lifts are at facility/guestroom entrances.		
c. Inside doors are a minimum of thirty-six inches wide.		
d. Bathroom and cooking areas meet minimum Americans with Disabilities Act requirements		
<b>*** SUBTOTAL</b>		<b>20 Avail Points</b>
<b>Standard 3. Mechanical and electrical devices/services are functional, reliable, unobtrusive and architecturally compatible.</b>		
a. All plumbing pipes are insulated.		
b. Heating, ventilation and air conditioning (HVAC) system maintains normal comfort and heating and outside components are attractively screened and concealed where guests are present. The only exception is the laundry room.		
c. Photoelectric switches or timers control exterior lights.		
d. There is a recurring, systematic and scheduled maintenance program in place.		
<b>*** SUBTOTAL</b>		<b>20 Avail Points</b>
<b>SUMMARY OF CATEGORY II</b>		<b>55 Avail Points</b>
<b>CATEGORY III: EXTERIORS</b>		
<b>Standard 1: Facilities are constructed of durable, easily maintained and attractive materials that promote a professional image.</b>		
a. Exterior components, colors and materials follow the Installation Design Guide.		
b. Building exteriors are finished with aggregate, brick, or split faced block. (Historical buildings are exceptions.)		
c. Roof overhangs and balconies cover walkways adjacent to the building.		
d. Windows are energy efficient and attractive. (Double glazed glass with anodized aluminum or bronze frames.)		
e. An attractive overhang/portico/canopy highlights the main lobby entrance and provides cover for guests to load and unload.		
<b>*** SUBTOTAL</b>		<b>25 Avail Points</b>

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<b>Standard 2: The facility is easy to find and accessible.</b>		
a. Installation signs direct the guest to the lodging front desk facility.		
b. Building numbers, name and signage are of sufficient size to be visible from passing roads day and night and meet the standards of the Installation Design Guide.		
c. Attractive, lighted exterior signage is visible and identifies main entrances ( <i>and operating hours with detailed directions for after-hours operations</i> ).		
d. Pull-up area with 15-minute parking zone is provided for guest loading and unloading at main lobby.		
e. Adequate parking is provided adjacent to each lodging facility. (One space for every two guest rooms.) NOTE: Staff parking is in a designated area to ensure guest parking convenience.		
f. Parking areas are well lit at night.		
<b>*** SUBTOTAL</b>		<b>30 Avail Points</b>
<b>Standard 3: Landscaping around the facility is fully developed, appropriate to the area and has a professional appearance welcoming the guest.</b>		
a. There is an effective mix of trees, shrubs, and plants to create a colorful environment year round.		
b. Attractive low maintenance plants indigenous to the area are used.		
c. Interconnecting walkways are provided between facilities.		
d. Walkways are well marked and lit at night.		
e. Well maintained playgrounds are provided for children in guest house areas.		
f. Outside seating is provided around the facility based on locally determined guest needs. Locations with large long term guest markets provide covered and uncovered picnic tables and barbecue grills.		
g. Grounds maintenance storage facility is effectively blended into the local environment by using landscaping or fence screening.		
h. Delivery and trash/dumpster areas are screened from public view.		
<b>*** SUBTOTAL</b>		<b>40 Avail Points</b>
<b>SUMMARY OF CATEGORY III</b>		<b>95 Avail Points</b>
<b>CATEGORY IV: INTERIORS</b>		
<b>Standard 1: The front desk and lobby area create a positive first impression for the guest, and are laid out and</b>		

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<b>appointed for the guests' comfort and convenience.</b>		
a. Automatic doors are installed at main lobby entrance <i>(not required for small operations)</i> .		
b. An attractive cigarette/trash receptacle that blends with the exterior decor is placed at the outside entrance.		
c. There is a walk off area at the lobby entrance.		
d. The front desk is visible to guests entering the lobby area.		
e. The lobby and front desk areas are outfitted with tasteful decor and furnishings.		
f. The front desk is constructed with attractive, durable materials complementing the interior design of the lobby.		
g. The front desk is constructed to provide adequate surface space for computer terminals and printers.		
h. Key/card storage is constructed into the desk and out of direct view of the customer.		
i. A locked/controlled room for luggage storage is located adjacent to the lobby <i>(not required for small operations)</i> .		
<b>*** SUBTOTAL</b>		<b>45 Avail Points</b>
<b>Standard 2: Hallways and other common areas (lounges, stairways, etc.) are attractive and present a positive image of the lodging operation.</b>		
a. Signage is attractive and standardized through the lodging facilities to identify rooms and other guest areas such as vending, laundry room and community kitchen areas..		
b. The corridors have quality wall/floor coverings, finishes, furnishings and electrical fixtures.		
c. The lighting system is integrated in the ceiling.		
d. Materials and construction of hallways and common areas comply with local fire codes.		
<b>*** SUBTOTAL</b>		<b>20 Avail Points</b>
<b>Standard 3. Guestrooms and suites meet the guests' needs for safety, security, privacy and comfort.</b>		
a. Room size is adequate to meet guest needs and meets the minimum standards as per AR 210-50.		
b. There is acoustical separation between each room.		
c. Room doors are solid core with a minimum one-half inch dead bolt (recommend one inch), a night security lock, doorstop and door viewer.		
d. Room door locks when closed and has an automatic door closure.		
e. There is a light control switch by the room entrance.		
f. There is installed, quality wall-to-wall pattern carpeting designed for commercial use.		

# FY2000 LOYA SELF ASSESSMENT & EVALUATION CHECKLIST

**SCORE**

**COMMENTS**

g. The interior design (carpets, window treatments, finishes, and room furniture) represents a coordinated whole room decor package.		
h. Drapes are installed with a blackout lining or back drape.		
i. Walls and ceilings are finished with no exposed concrete masonry.		
j. A built-in closet with a minimum width of 48 inches is provided.		
k. A full length, framed mirror is mounted in the room.		
l. Each wall area has a minimum of six duplex electrical outlets per room with a dedicated outlet for the refrigerator and one outlet per wall area.		
m. Windows that open are screened.		
n. Ground-level windows/sliding glass doors or those accessible by balconies or outside walkways are securable.		
o. There are no exposed conduit, pipes or ducts in the room.		
p. HVAC system functions effectively to provide optimum guest comfort and energy efficiency.		
q. Each room has an individual room temperature control with clear instructions on adjustments.		
r. A TV cable outlet is located in the living room and sleeping room of suite type units and is out of view.		
s. Telephone, TV, and lamp cords and cables are concealed or neatly bound.		
t. Where practical, each room has a hardwired heat/smoke detector activating an alarm at the fire station.		
<b>*** SUBTOTAL</b>		<b>100 Avail Points</b>
<b>Standard 4: Guest bathrooms provide privacy for the guest and contain all the functional components necessary for personal conveniences.</b>		
a. Bathroom has a hollow core door with a privacy lock, a double robe hook on the back of the door and a door stop. (Recommend solid core door.)		
b. Bathroom sink is a drop-in or preformed, bowl with a 36 inch (recommended) counter top and apron to conceal plumbing, and made of durable materials such as porcelain, marble, corian or avonite.		
c. Sink has a hot and cold washerless mixer faucet.		
d. A cabinet and/or shelf is installed above the sink.		
e. A mirror and light are located over the sink.		
f. Two towel bars and a garment hook are installed in the bathroom.		
g. A ground fault interrupt (GFI) outlet is located on the adjacent wall to the sink.		

# FY2000 LOYA SELF ASSESSMENT & EVALUATION CHECKLIST

**SCORE**

**COMMENTS**

h. Floors are hard, impervious materials, such as ceramic tile with at least a four-inch cove base. (Recommend tile cove base.)		
i. Walls and ceilings are of moisture and humidity resistant materials and finishes.		
j. A recessed holder is installed for tissue box. (An attractive counter top dispenser may substitute for a recessed tissue holder.)		
k. Shower/tub combination is prefabricated molded cubicle of solid porcelain or tile with a built-in soap/shampoo shelf and non-slip base surface. (Recommend installation of a grab bar).		
l. Installed shower heads are water saver (do not exceed 2.5 gallon per minute flow) with adjustable water pattern and volume..		
m. Facilities are equipped with plumbing to prevent extreme fluctuations of water pressure and water temperature.		
n. Bathroom finishes and fixtures reflect coordinated neutral design and the use of durable materials.		
o. Toilet is tank type with solid seat and lid.		
p. Toilet paper holder is installed near toilet.		
q. A switched light/exhaust fan is installed in the shower/tub area.		
<b>*** SUBTOTAL</b>		<b>85 Avail Points</b>
<b>Standard 5: Kitchen/kitchenette facilities have a decor that is consistent with the rest of the unit, are functional and meet guest needs. (NOTE: Modular/unitized kitchen systems may be installed to meet the requirements of this standard.)</b>		
a. Kitchen units contain wall cabinets with doors and under counter drawers.		
b. Counter tops are Formica or corian/avonite and have a back splash.		
c. Kitchen sink is drop-in stainless steel or porcelain with a hot and cold washerless mixer faucet.		
d. A fluorescent light is installed over the sink.		
e. Adequate electrical outlets are provided for installed appliances and multiple counter top appliances based on planned kitchen function.		
f. Flooring is solid sheet, resilient no-wax vinyl and extends to the dining side of eat-at counters.		
<b>*** SUBTOTAL</b>		<b>30 Avail Points</b>
<b>Standard 6: Community kitchen areas are functional and constructed for easy maintenance and cleaning.</b>		
a. Kitchen units contain wall cabinets with doors and under-counter drawers.		



# FY2000 LOYA SELF ASSESSMENT & EVALUATION CHECKLIST

**SCORE**

**COMMENTS**

b. Countertops are Formica or corian/avonite and have a back splash.		
c. Kitchen sink is a double drop-in stainless steel or porcelain with a hot and cold washerless mixer faucet.		
d. A fluorescent light is installed over the sink.		
e. Adequate electrical outlets and utilities (gas) are provided to support a four burner stove and oven, up to two microwave ovens, a full size refrigerator/freezer, a dishwasher, and multiple counter top appliances based on planned kitchen function.		
f. Electrical outlets installed in proximity to a water source are GFI.		
g. Flooring is solid no-wax sheet vinyl or quarry tile.		
<b>*** SUBTOTAL</b>		<b>35 Avail Points</b>
<b>Standard 7: Community support areas are functional and constructed for easy maintenance and cleaning.</b>		
a. Guest vending areas with well kept trash receptacles are located conveniently to guestrooms.		
b. A floor drain and potable water line are installed to support areas with an ice machine.		
c. In central vending areas, there are sufficient electrical outlets to support present and planned vending equipment. (Recommend machines are recessed.)		
d. Vending area on guest floor is in a room/area of adequate size for servicing.		
e. Floor is quarry tile or sheet vinyl around machine area and in central vending areas providing seating.		
f. When vending area is located in the community kitchen, the above standards are integrated with those for a community kitchen.		
<b>*** SUBTOTAL</b>		<b>30 Avail Points</b>
<b>Standard 8. Administrative areas must be worker-friendly.</b>		
a. Floor and wall materials are made of durable materials with complete finish details.		
b. Quality ceiling with integrated lighting system is in place.		
c. There is a flexible, efficient layout, which compliments space requirements and employee needs.		
d. Complete coherent interior design of coordinated colors, materials, furniture and finishes that enhance staff productivity		
e. There is sufficient storage, conveniently located for easy employee access.		
f. Heating ventilation and air conditioning (HVAC) system maintains normal comfort for cooling and heating.		

**FY2000 LOYA SELF ASSESSMENT &  
EVALUATION CHECKLIST**

**SCORE**

**COMMENTS**

<b>*** SUBTOTAL</b>		<b>30 Avail Points</b>
<b>SUMMARY OF CATEGORY IV</b>		375 Avail Points
<b>TOTAL SCORE FOR SECTION C</b>		580 Avail Points
<b>TOTAL FOR SECTION A</b>		860
<b>TOTAL FOR SECTION B</b>		695
<b>TOTAL FOR SECTION C</b>		580
<b>TOTAL SCORE FOR ALL STANDARDS</b>		2,135
<b>THE FACILITY WILL BE RATED RED AUTOMATICALLY, IF THERE IS AN IMMINENT OR PROXIMATE INDICATION OF SERIOUS FAILURE IN ANY OF THE FOLLOWING AREAS:</b>		
<b>FIRE SAFETY</b>		
<b>PLUMBING</b>		
<b>ELECTRICAL SYSTEM</b>		
<b>FACILITY STRUCTURE</b>		